



Desktop Intelligence

Frequently Asked Questions



Product overview

What is NiCE Desktop Intelligence?

Desktop Intelligence is a multimodal AI layer within the NiCE CXone platform that adds a fundamentally new dimension to contact center analytics: the ability to see and understand what happens on the agent's desktop during every interaction.

Traditional analytics rely on transcripts and audio – capturing what was said. Desktop Intelligence adds what was done, combining desktop recordings, audio signals, and operational context to reconstruct how work was actually executed. Contact center leaders get the complete picture they need to understand why CX, quality, and efficiency outcomes are what they are – and to take targeted action.

What business problems does Desktop Intelligence solve?

Desktop Intelligence addresses the fundamental blind spot in contact center operations: the gap between what agents say and what they actually do. Most quality and performance analysis is based on transcripts covering only a fraction of what happens during an interaction. Critical issues – such as a missed workflow step, a skipped form field, an agent navigating to the wrong screen – are completely invisible to audio-only analysis.

Desktop Intelligence surfaces three categories of issues that no other tool can detect:

- **Customer experience breakdowns:** agents missing actions they verbally committed to, overlooking information visible on screen, or executing inconsistently across similar interactions.
- **Compliance and risk violations:** accessing out-of-scope records, skipping required disclosure steps, or entering incorrect data – none of which leave an audio trace.
- **Operational inefficiencies:** application friction, tool latency, and inconsistent desktop workflows that drive up handle time and reduce first contact resolution.

How does Desktop Intelligence work?

Desktop Intelligence captures agent desktop activity through CXone's existing screen recording infrastructure, then applies large language models (LLMs) and vision language models (VLMs) to analyze what happened on screen in the context of the full interaction. The system pre-processes recordings to identify the most relevant screen activity, correlates it with audio signals and metadata, and generates structured insights, detecting critical moments, behavioral patterns, and execution gaps across individual interactions and at scale.

Capabilities and insights

What types of insights does Desktop Intelligence generate?

Desktop Intelligence generates insights across three value dimensions:

- Customer experience – detecting moments where agent desktop behavior contributed to poor CX: missed actions, overlooked on-screen information (loyalty benefits, retention signals), and workflow gaps that caused delays or repeat contacts.
- Risk and compliance – identifying behavioral risk signals invisible to audio-only analysis: agents accessing out-of-scope records, skipping required disclosure steps, entering incorrect data, or deviating from standard operating procedures.
- Operational efficiency – surfacing process friction, application latency, agent workarounds, and workflow inefficiencies that drive up handle times and reduce first contact resolution rates.

Can Desktop Intelligence verify whether agents actually completed actions – like submitting a form or creating a ticket?

Yes. This is one of Desktop Intelligence's most distinctive capabilities. It can detect whether specific screen actions were performed, whether form fields were filled out correctly, whether required steps were completed before the agent navigated away, and whether numbers, IDs, or other values were entered accurately. A common use case is identifying verbal commitments that were never fulfilled, such as an agent saying "I've raised your refund" while the refund form was closed without being submitted.

This works across standard enterprise applications such as Salesforce and ServiceNow, as well as homegrown or proprietary systems. Desktop Intelligence analyzes what is visually present on screen, not just what system APIs report.

Can Desktop Intelligence validate adherence to SOPs and standard processes?

Yes. Desktop Intelligence can compare actual screen behavior against defined standard operating procedures stored in the Knowledge Hub. It can detect skipped steps, out-of-sequence actions, and deviations from required workflows, providing QA and compliance teams with evidence-based, screen-level verification of process adherence across 100% of interactions. This eliminates the need to rely on sampling or agent self-reporting.

Does Desktop Intelligence offer real-time guidance to agents during interactions?

Yes. Real-time use cases will be supported through the NiCE Copilot application. When Desktop Intelligence detects a critical moment during a live interaction – a missed action, a visible risk signal, or an agent navigating away from a key screen – it can trigger in-the-moment alerts and guidance via Copilot, delivered to the agent or supervisor before the call ends.

This real-time layer complements the post-interaction analysis capabilities: Desktop Intelligence operates both during interactions (via Copilot) and across interactions at scale via the WEM analytics layer.

What happens if agents use multiple screens?

Desktop Intelligence handles multiscreen environments.

What value can organizations expect?

Organizations using Desktop Intelligence gain the ability to see and act on a category of operational reality that was never visible before: on-screen agent activity. Practical benefits include:

- Higher quality scores through screenverified AutoScore
- Reduced compliance exposure through behavioral risk detection across 100% of interactions

- Improved first contact resolution by identifying and fixing execution gaps that cause repeat contacts
- Shorter handle times by surfacing process and application friction that slows agents down
- More targeted coaching by distinguishing between skill issues and tooling or behavior issues

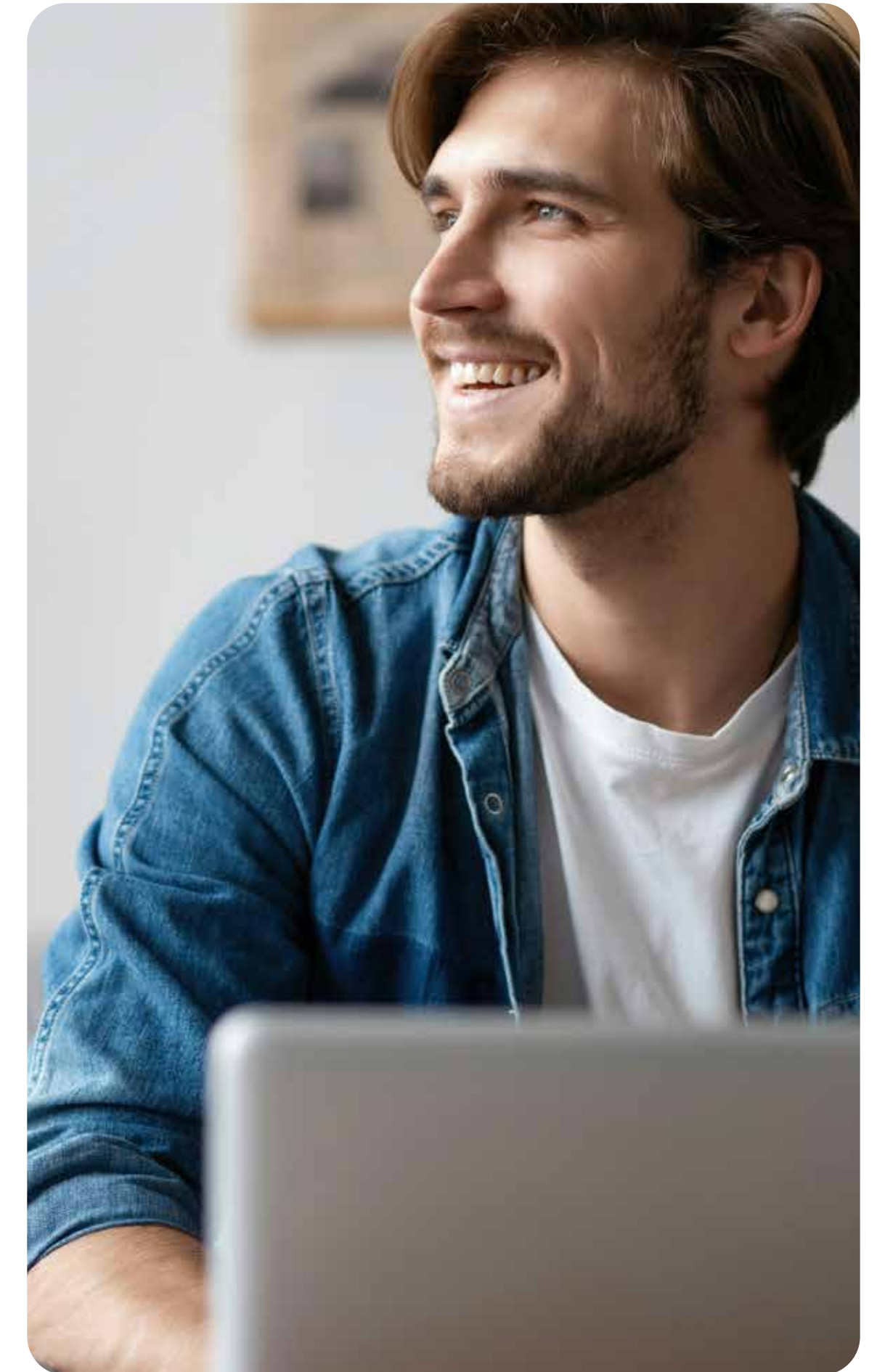
Because Desktop Intelligence operates across up to 100% of interactions continuously, rather than relying on the 2–5% sampling typical of manual QA, these improvements are grounded in complete operational visibility.

Quality management integration

How does Desktop Intelligence relate to QM AutoScore?

Today, CXone QM AutoScore is transcriptbased: it evaluates interaction quality based on what was said. AutoScore will incorporate Desktop Intelligence data, enabling it to also evaluate what was done on screen. For interactions where execution quality cannot be assessed from audio alone.

Quality teams will be able to automatically score 100% of interactions not just on agent communication, but on whether the right actions were taken in the right applications at the right time, without any manual screen review.



Privacy and compliance

How does Desktop Intelligence handle on-screen PCI and PII data?

Desktop Intelligence can visually identify PCI and PII data on screen. How this data is handled depends on your configured policy and role-based access controls (RBAC) within CXone. You can define what data can be analyzed, retained, or masked in line with your regulatory and security requirements.

Real-time PII detection and alerting is on the product roadmap as a configurable capability.

Technical prerequisites

Desktop Intelligence is built on top of CXone's existing Screen Recording Capabilities. It does not require any new standalone desktop software beyond what is already in place. a

Does Desktop Intelligence work with third-party screen recording tools?

No. Third party screen recording tools are not supported. Desktop Intelligence relies exclusively on CXone's proprietary screen recording infrastructure. CXone Screen Recording (Advanced) must be active

Is there a separate application for Desktop Intelligence insights?

Desktop Intelligence is an additional intelligence layer within the existing CXone platform, not a standalone application. Insights are surfaced within existing CXone interfaces such as the Actions app, AutoScore views and the Intelligence Player, enhancing them with screen-level context. Supervisors, QA teams, and leaders access Desktop Intelligence insights through the tools they already use.



NiCE

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

www.nice.com

[Contact us](#)

NiCE
CXone

